

ASHEVILLE

DEVELOPMENT 2001

A Guide To Building In Asheville, NC



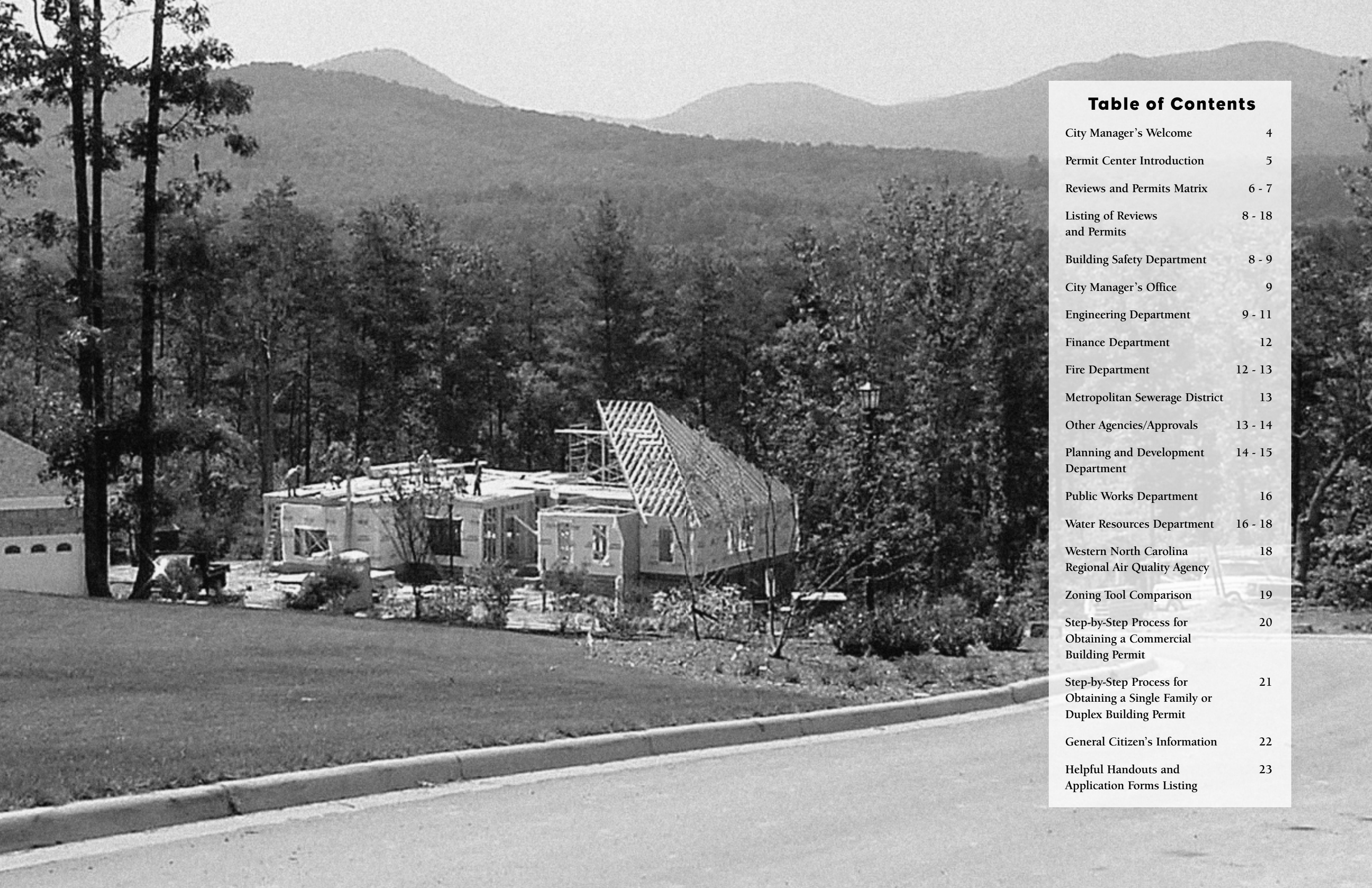


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The City of Asheville is committed to supporting economic development by assisting you with our development process. One important aspect of our Mission Statement promises that the City "will enhance the quality of life for its customers (citizens, employees, and visitors) by providing professional and efficient services." This Development Resource Guide serves as a tool for you to identify the review and permitting process that most closely corresponds with your particular project. It also contains an outline of key contacts for specific areas that provide technical support to the Permit Center staff.

The City of Asheville's Permit Center is organized to assist you throughout the process by providing information, coordinating reviews, and answering questions. It is our goal to be an effective resource to you and to conduct necessary reviews in an efficient manner.

Customer service is something that we take very seriously. Thank you for choosing to build and develop in Asheville. I trust that this information will be a beneficial resource in meeting our mutual goals.

Sincerely,
James L. Westbrook, Jr.
James L. Westbrook, Jr.
City Manager

CITY OF ASHEVILLE PERMIT CENTER



Let us help you build in our City...

Before beginning any project in the City of Asheville, contact the Permit Center for guidance.

The City of Asheville's Permit Center is here to assist you in applying for the permits and obtaining the approvals required to build in the City. We will insure that all necessary plans and specifications are included with your completed applications and will refer you to the appropriate persons to answer your technical questions, if applicable.

We will then route your completed permit applications and plans to the appropriate offices for all required approvals. With the Permit Center staff coordinating the process, reviews will take place simultaneously, thereby shortening your waiting period. Once approvals are received by the Permit Center your permits will be issued. We look forward to working with you on your upcoming project. Be sure to visit the City's web site for development and permitting information as well at www.ci.asheville.nc.us

On the following page you will find a matrix of plan reviews and permits that you may find helpful in determining your requirements. Find your project type in the left column and to the right a corresponding listing of reviews and permits identified by an alphanumeric code. The explanation of these codes is provided on the pages that follow the matrix.

Physical Address: Public Works Facility
161 South Charlotte St., Room A-105, Asheville, NC 28801

Mailing Address: City of Asheville, Building Safety Department
Development and Permitting Services
PO Box 7148, Asheville, NC 28802

(828) 259-5846 Fax (828) 259-5480

CITY OF ASHEVILLE REVIEWS AND PERMITS

	Building Inspections	Planning	Technical Review (TRC)	City Council	Zoning	Water	Sewer		Driveway Access	Grading/ Erosion Control	Storm- water	Fire Prevention	Elec/ Mech/ Plbg	Flood Issues	NCDOT- if State Road	Western NC Regional Air Quality Agency	Department of Insurance- Raleigh
New & Additions Commercial Construction Level I – Projects <35,000 SF	B-2	P-1				W-1	M-1		E-4	E-6	E-12	FD-2	B-4	E-5	E-4		Review required for government buildings greater than 10,000 SF
New & Additions Commercial Construction Level II – Projects 35,000 SF - 100,000 SF	B-2	P-1	P-9			W-1	M-1		E-4	E-6	E-12	FD-2	B-4	E-5	E-4		
New & Additions Commercial Construction Level III – Projects >100,000 SF	B-2	P-1	P-9	P-2		W-1	M-1		E-4	E-6	E-12	FD-2	B-4	E-5	E-4		
Commercial Remodel/Alterations Interior & Exterior	B-2	P-1										FD-2	B-4	E-5		WNC-1	
Occupancy Change (If remodel, see above also.)	B-2	P-1				W-2						FD-2	B-4				
New Single, & Duplex Family Home	B-2				P-10	W-1	M-1		E-4	E-6			B-4	E-5	E-4		
Single, & Duplex Family Home Additions	B-2				P-10	W-3	M-1			E-6			B-4	E-5			
Single, & Duplex Family Home Decks, Accessory Buildings, Garages, etc.	B-2				P-10	W-3				E-6			B-4	E-5			
Tents	B-2	P-1										FD-2	B-4	E-5			
Fuel Tanks – UST Removals						O-4						FD-2					
Signs					P-10	O-4							B-4	E-5			
Demolitions – remodels or entire buildings	B-2					W-2							B-4			WNC-1	

Comments:

- In addition to Chart, if rezoning, then project goes to Planning & Zoning Commission (P-1).
- City Council considers Level III projects and conditional use approvals (P-2).
- Board of Adjustment considers variances from development standards (P-10).
- Historic Resource Commission (P-5) and Downtown Design Review (P-3) are required if applicable in project area.

Level I projects are reviewed by Planning and Development staff and technical staff from other City departments. (Includes commercial developments smaller than 35,000 SF and multi-family residential developments containing fewer than eight units.)

Level II projects are reviewed by Planning and Development staff and by the Technical Review Committee (TRC). Public comments may be provided in writing or in person at TRC meetings. (Includes commercial developments between 35,000 and 100,000 SF and multi-family residential developments containing eight to 50 units.)

Level III projects are reviewed by Planning and Development staff and by the Technical Review Committee (TRC) and City Council. Public comments may be provided in writing or in person at TRC meetings or a City Council public hearing. (Includes commercial developments larger than 100,000 SF and multi-family residential developments containing more than 50 units.)

LISTING OF REVIEWS
AND PERMITS

BUILDING SAFETY DEPARTMENT

B-1 Backflow Prevention Devices: The Building Safety Department is responsible for plan review & inspections of water lines 2”or less. (Other sizes contact Engineering at 259-5617).	259-5673
B-2 Building Permits/Plan Review: A plan review and building permit are required pursuant to the North Carolina State Building Code for a variety of types of work, such as but not limited to – construction of new homes, decks, new commercial buildings, remodeling, additions, tents, accessory structures....also, see O-3 for UST removals.	
Technical Questions	259-5673
Permitting Questions	259-5846
B-3 Certificates of Occupancy/Compliance: These will be issued after all final inspections of any project.	259-5656
B-4 Electrical, Mechanical (HVAC), and Plumbing Permits: If not attached to an existing project, these stand alone permits are required. If attached, the applicant will be paying these permit fees up-front. Application number is given to subcontractor by applicant. Subcontractor must call in to activate their particular permit.	259-5656



B-5 Minimum Housing Code: Issues Housing Certificates after third party inspections for rental and owner occupied dwellings. Also, does investigation on complaints of substandard housing. The Housing Code can be purchased at the Housing Division, 161 S. Charlotte St, Room A102.	259-5764
B-6 State Building Codes: Codes can be purchased from either the North Carolina Department of Insurance (919-733-3901)or the Southern Building Code Congress (SBCCI) at 888-447-2224. A list of the State codes available for purchase can be obtained by calling the Building Safety Department.	259-5656

CITY MANAGER’S OFFICE

C-1 Economic Development Division: This function within City government exists to promote and facilitate increased investment and job creation resulting from new and expanding business and industry. Specific services include: administration of City economic development incentive policy; ombudsman service connecting business with City government; and coordination of City’s Sustainable Economic Development Strategic Plan. There is no application fee or other cost associated with applying for City incentives; however, certain eligibility requirements do apply. The timeframe for the incentive process (application to final City Council approval) may vary with each individual project; nevertheless, under normal circumstances the process can be completed within a minimum of five (5) weeks.	259-5433
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ENGINEERING DEPARTMENT

E-1 Backflow Prevention Devices greater than 2”: The Engineering Department is responsible for inspection of the Fire Pit and all of its contents. See Building Safety (B-1) for lines 2” or less.	259-5617
E-2 Blocking Parking Meters During Construction: Obtaining temporary street/lane/sidewalk closure see E-14.	259-5943
E-3 Development Standards/Specifications Manual: For cost and process to obtain design manuals with specifications and details related to design of storm sewers, utility lines, sidewalks, parking, streets, etc.	259-5617
E-4 Driveways: Plan Review and City Inspections.	259-5943
NC Department of Transportation (if State-maintained roads are involved) 11 Old Charlotte Highway, Asheville, NC 28803	298-2741



The City of Asheville’s Engineering Department/Traffic Division reviews driveway plans. One set of plans showing drive approaches and parking design are required along with a permit application for driveway access.		
In addition to the City’s plans and permits, a State permit is required for properties that are on the State’s system. This requires five sets of plans and five sets of marked location maps, and permit application on the State’s form being turned in at their local office. Once the City’s Traffic Division approves the plans, the permit will be issued.		
E-5 Flood Hazard Areas/City:		
Call for flood hazard information that may impact your business and/or residence. Whether you build, and/or remodel, the City’s Unified Development Ordinance regulates development in the Flood Hazard areas.		259-5617
E-6 Grading/Erosion Control:		
Before building, or disturbing any land contact the Engineering Department to determine your obligations under the erosion control section of the City’s Unified Development Ordinance (UDO). In order to prevent destructive soil erosion and storm water runoff, erosion control plans must be developed, approved, installed and maintained per the requirements of the UDO. Once erosion control plans are approved by the Engineering Department, the permit will be issued.		259-5617
E-7 Parking on Streets:		
For information about on-street parking.		259-5943

E-8 Pedestrian and Bicycle Transportation:		
For information about pedestrian and bicycle transportation.		259-5943
E-9 Road Improvements:		
Any proposed improvements to roadways must be shown on development plans and approved by the City Engineer and City Traffic Engineer. Improvements to State-maintained roads must also be approved by the North Carolina Department of Transportation.		
City Traffic Engineer and/or City Engineer		259-5617
North Carolina Department of Transportation		251-6171
E-10 Sidewalk Requirements:		
For general information on building or replacing sidewalks on commercial and residential projects.		259-5943
E-11 Sidewalks Fee in Lieu of Construction:		
Where a sidewalk is required to be constructed or rehabilitated, the City Engineer may waive the requirement, provided that the applicant for the development pay a fee in lieu of the construction or rehabilitation of the sidewalk and provided certain conditions are met.		259-5943
E-12 Stormwater:		
Permits are required when all development having a proposed impervious surface on completion of the development is greater than fifty percent (50%) of the total acreage in the development or any development which is greater than five (5) acres in size.		259-5617
E-13 Street Acceptance:		
For information about the process for having a street accepted and maintained by the City.		259-5617
E-14 Temporary Street/Lane/Sidewalk Closures:		
To close any portion of a City street or sidewalk or block metered parking spaces, a closure permit must be obtained.		259-5943
E-15 Traffic Impact Analysis:		
Per Section 7-11-5 of the City’s Unified Development Ordinance, a Traffic Impact Analysis (TIA) is required when the development generates 100 vehicles per hour or greater during the peak hour.		259-5943
E-16 Traffic Patterns:		
For limited information on vehicular traffic volume.		259-5943
Information on traffic volumes on State-maintained roadways.		251-6171
E-17 Water Line Extension Plans Reviewed and Approved:		
The City has been delegated the authority by the State to review and approve plans for water line extensions to the City of Asheville/Regional Water Authority water system. Call for additional information.		259-5617



FINANCE DEPARTMENT

F-1 Business License:
With the exception of a few specified professions (e.g. architects, engineers, attorneys, physicians), the City of Asheville requires all individuals and companies doing work within the City to have a City of Asheville Business License/Privilege License. Call Collections Division for additional information. 259-5595

FIRE DEPARTMENT

FD-1 Daycare and Foster Care Permits:
The Life Safety Division of the Asheville Fire Department is responsible for inspections of Daycare and Foster Care homes. Zoning permits and possibly Building permits associated with any of these new facilities may be required. 259-5640

FD-2 Fire Code Compliance on New Construction and Alterations:
The Life Safety Division is responsible for inspecting new construction and alterations to existing buildings for Fire Code compliance. 259-5640

FD-3 Life Safety Plan Review:
The Asheville Fire Department is responsible for reviewing all plans for new construction and alterations to existing construction. 259-5441

**In special cases such as high piled storage, aircraft hanger, petroleum storage tanks, or hazardous material storage, the requirements of the Fire Prevention Code shall be incorporated into building design at plan submittal.*

FD-4 Life Safety Systems:
Life Safety inspections of new construction and alterations of fire suppression and other life safety systems are conducted by the Life Safety Division. 259-5640

FD-5 Mandatory Sequential Fire Inspection Program:
Required by the State Fire Prevention Code, inspections are performed by the Life Safety Division. Some of the required inspections include, but are not limited to the following: ABC permits, apartment/rental residential, dry cleaning facilities... For a complete list and cost of these inspections. 259-5640

FD-6 Special Permits:
Permits for burning brush, blasting operations, and fireworks display may be obtained at the Life Safety Division. 259-5640

METROPOLITAN SEWERAGE DISTRICT

M-1 (MSD):
Wastewater Discharge Permit –
If MSD’s public sewer service is available, applicants are required to use this service. Contact MSD’s Planning & Development Department. 251-4781

If MSD public sewer is not available, contact Buncombe County Environmental Health Department to apply for a septic tank permit. 250-5016

For information on permitting and construction requirements for sewer line extensions; for tap fees, facility fees, and other special processing fees; for sewer line location and pipe size maps, contact MSD’s Planning & Development Department. You may also call this number for purchase of maps and MSD’s Development Standards Manual. 251-4781

Non-Discharge Permits to Construct – For public sewer extensions, MSD is the delegated authority to review plans and issue non-discharge permits to construct. 251-4781

For private sewer extensions, the non-discharge permit is still issued by the State of North Carolina’s Dept. of Environment and Natural Resources, Water Quality Section. Call the local State office in Asheville. 251-6208

OTHER AGENCIES/APPROVALS

O-1 Alcohol Law Enforcement:
Information on ABC permits for sale of alcohol. 298-4880

O-2 Buncombe County Health Department:
Permit requests for septic tanks, restaurants... 250-5000

O-3 Underground Storage Tank (UST):
A City permit is required for the removal and installation of USTs. 259-5846
In addition, notification must be made to NC Department of Environment and Natural Resources (NCDENR) prior to removal. 251-6208

O-4 Utility Location /Call Before You Dig:
When property owners or contractors are proposing underground excavation for any purpose, either on public or private property, the owner or contractor is encouraged to contact the North Carolina One Call Center, not less than 48 hours or greater than 10 days before digging. The Water Resources Department is a member of the One Call Center and will mark the location of any City water lines in the proposed area of excavation within 2 business days of notice. North Carolina Law requires notice to all utility companies before digging in public rights-of-ways or easements and the excavator may be held liable for damages if he fails to provide such notice. 1-800-632-4949

PLANNING AND DEVELOPMENT DEPARTMENT

P-1 Unified Development Ordinance – UDO:
This ordinance regulates land use development within the City. Generally, submittals under the UDO are classified as either Level I, Level II, Level III or Conditional Use. The review process of each is dependent on the scope and size of the development under consideration. See Review and Permit matrix for detailed definitions. Call for costs and questions. 259-5830

P-2 City Council:
City Council considers Level III projects and Conditional Use approvals; the approval process is coordinated by the Planning and Development Department. 259-5830

P-3 Downtown Design Review:
All projects within the core area of downtown Asheville are required to complete the Downtown Review process. The review findings are suggestions rather than mandates; however, the review itself is mandatory. 259-5620

P-4 Extraterritorial Jurisdiction (ETJ):
All property in the City is zoned. In addition, some property just outside the City limits is within the City’s zoning jurisdiction. 259-5830

P-5 Historic Resources Commission (HRC):
The City has three Historic Districts. Within these districts, no building or structure or exterior improvement to building or structure shall be located, constructed, reconstructed, altered, repaired, or demolished unless such action is approved by HRC. 259-5830

P-6 Sign Permits (Zoning Division, Planning and Development):
Call the Zoning Division for size and permitting requirements. 259-5850



P-7 Street Names and Numbering:
The City approves street names and assigns street address numbers within the City limits. 259-5850

P-8 Subdividing Lots:
Minor Subdivision - The subdivision of land where no new infrastructure is required. Minor subdivisions are reviewed and approved by Planning and Development Staff and must meet development standards set out in the UDO.

Major Subdivision - The subdivision of land where new infrastructure such as water, sewer, and/or streets are required. These are reviewed by the Planning and Development Staff and approved by the TRC. Major subdivisions must meet development standards set out in the UDO. Required approvals and process, call for details. 259-5830

P-9 Technical Review Committee (TRC):
This committee reviews subdivisions and Level II and Level III site plans. Public comments will be heard on the technical aspects of a particular project. 259-5830

P-10 Zoning/Board of Adjustment:
The Zoning Division reviews zoning issues relative to single family & duplex homes, and related projects such as garages, decks, accessory buildings. They also are responsible for assigning street address numbers within the City limits and are responsible for Sign permit reviews and approvals. The Board of Adjustment scheduling is processed through this office. 259-5850

P-11 Zoning Tool Comparison:
See page 19 for the Zoning Tool Comparison chart.

PUBLIC WORKS DEPARTMENT

PW-1 Closing of Permanent Street or Right-of-Way Closing: For information on the street closing process and an information packet.	259-5935
PW-2 Encroachments: For information on submitting an application for an encroachment agreement.	259-5935
PW-3 Street Lighting: Contact for information on new and existing street lighting is the Public Works Department. When calling, if existing, it is helpful for you to have the street name and pole number and call Carolina Power & Light direct at 1-800-419-6356.	259-5935
PW-4 Trees: For specific information concerning the digging, pruning, or removal of any plant(s) or tree(s) in publicly owned right-of-way.	259-5852

WATER RESOURCES DEPT./CUSTOMER SERVICE DIVISION (FINANCE DEPT.)

W-1 Water Availability: Application for water service for <i>single family homes</i> may be made with the Customer Service Division at City Hall (1 st Floor), contact 251-1122, and if associated with the building of a new home, the Permit Center at the Public Works Building, contact 259-5846. Applicant will need their site's Property Identification Number (PIN) and if the applicant is the end user, that is the owner, then a photo ID will be needed. Water service for <i>commercial customers</i> who require meters 1-inch diameter or less in size can make application with Customer Service at City Hall. Customers can obtain a worksheet from the same location to determine meter size if not known. Water service for <i>larger commercial customers</i> desiring a tap and meter greater than 1-inch diameter must make application for a Letter of Commitment (LOC) regarding water availability. This application can be obtained from the Engineering Department at City Hall. Applications require supporting documentation identifying the property and project and a processing fee. <i>New Subdivisions/New Industrial Parks/New Multi-Family Residential</i> projects: same Letter of Commitment process as for larger commercial customers as outlined above.	251-1122
W-2 Water Service Termination and Service Application: When a residence or building ("premises") connected to water service is being vacated, the customer should make a request for the water service to that premises to be terminated. This request is made with the Customer Service Division at City Hall (1st Floor). The Water Resources Department will provide a final read on the water	259-5617

meter and turn the service off, and the City will send a final bill to the customer. If a customer vacates a building without making this request, the customer remains responsible for further consumption on the meter after the premises is vacated, even if the consumption is the result of a leak. 251-1122

If the premises is being transferred to a new owner or tenant, the new customer must make application for water service with the Customer Services Division at City Hall (1st Floor) to have the service transferred to the new owner/tenant. A photo ID is required and either the site's Property Identification Number or assigned street address. The new customer must make a \$100 deposit for water service (refundable after one year of good credit) unless the customer has had prior good credit history with the Regional Water Authority during the last prior twelve months of service, or has an acceptable equivalent letter of credit reference from another recent water or electric utility. Questions regarding an acceptable credit reference should be addressed to Customer Services. 251-1122

If the new customer fails to apply for water service and the previous customer requests termination, the water service will be interrupted.

If the premises is being demolished, the owner of the premises must request (Customer Services) the water service be terminated and the water service pipe and meter be disconnected from the plumbing prior to demolition. Damage to the water meter or City service pipes caused by demolition will be the financial responsibility of the customer, as well as water loss resulting from the damage.





W-3 Review of Conflicts with Water Mains:
In most cases, water mains are located in street rights-of-way. However, some water mains have been installed on private property where necessary to maintain service which does not follow street boundaries. Before new water mains today are installed on private property, a permanent easement is obtained by the City from the property owner and the easement document is recorded with the Register of Deeds. Some older water mains were installed with the permission of the property owner at the time, but a record was not recorded. It is important for personal and public safety that new buildings or additions not be constructed on top of existing water mains. The Water Resources Department reviews site plans submitted for Level I, II, or III and will notify the applicant if there is a record of an existing water main where a structure is proposed to be built. The Water Resources Department also reviews other site plans for this same purpose when notified by the Building Safety Department as part of a building permit application. **259-5968**

**WESTERN NORTH CAROLINA REGIONAL
AIR QUALITY AGENCY**

WNC-1 Demolitions:
If your project involves demolition or tearing out of materials, then approval will be required from the Western North Carolina Regional Air Quality Agency, prior to the City’s required demolition permit being released. **255-5710**

WNC-2 Air Pollutant Sources:
A permit may be required for industrial, commercial, and/or open burning air emissions sources venting to the outside atmosphere, and in some cases processes which utilize volatile organic compounds, even if they are not vented to the outside atmosphere. An evaluation of potential permitting needs can be requested. Also, visit WNC’s web site at www.wncair.org **255-5655**

**ZONING TOOL
COMPARISON**

ZONING TOOL	DESCRIPTION	LEVEL OF CONTROL	HEARING TYPE
REZONING	Rezoning is a change from one zoning classification to another	Limited – Rezoning allows the property owner any permitted or conditional use in the applicable zoning district; City Council cannot impose conditions.	<u>Legislative</u> <ul style="list-style-type: none">• No sworn testimony required• Communications allowed with either party
PLANNED UNIT DEVELOPMENT	This process is a combination of a zoning change and a master site plan approval.	Extensive but with separate courses of action – Rezoning is approved by City Council but site plan is approved by Planning & Zoning (with appeal to Council); City Council cannot impose conditions on the rezoning, but Planning and Zoning can impose extensive conditions on the site plan.	<u>Legislative</u> <ul style="list-style-type: none">• No sworn testimony required• Communications allowed with either party
CONDITIONAL USE <u>ZONING</u>	This process is a combination of a zoning change and a conditional use permit.	Extensive – Conditional Use Zoning allows both use and site plan level control; City Council can impose conditions related to the use, its operation, and site design.	<u>Quasi-Judicial</u> <ul style="list-style-type: none">• Sworn testimony required• No communications allowed unless all parties are present
CONDITIONAL USE <u>PERMIT</u>	Conditional use permit is a zoning tool that allows certain uses within a zoning district to be approved after a review of compatibility.	Extensive – Conditional Use Permit allows site plan level control; City Council can impose conditions reflected to the operation of the use and site design.	<u>Quasi-Judicial</u> <ul style="list-style-type: none">• Sworn testimony required• No communications allowed unless all parties are present

STEP-BY-STEP PROCESS FOR OBTAINING A COMMERCIAL BUILDING PERMIT

1. The Commercial building permit process is similar to the process used for Residential building permits; however, different information will need to be submitted. Contact the Permit Center at (828) 259-5846 to discuss the scope of your project and to review the process. Handouts and forms can then be mailed or faxed to you.

2. Generally, the process and subsequent permits depends on the type of project that you have planned. Always call the Permit Center first to avoid wasting valuable time trying to determine what permits you will need for your project.

3. You will need to bring to the Permit Center: Site Plans - Planning and Development Review will require multiple sets of site plans. The quantity of plans you will be expected to submit will depend on the scope of your project. Please contact the Permit Center to request that a copy of the Site Plan Requirement Checklist be mailed or faxed to you.

Show approval from Metropolitan Sewerage District (MSD) for sewer line connection. Call the Permit Center prior to plan submittal for assistance.

Show approval from the Water Authority of Asheville, Buncombe, and Henderson for connection to waterlines. A letter of commitment signed by the Director of Water Resources will be required.

4. To obtain the Building Permit, you will need to submit three sets of sealed, detailed construction plans. These plans must have a North Carolina Architect seal, with a signature. In addition, the plans must include a completed Appendix B (Building Code Summary). Please contact the Permit Center to receive your copy of a handout that explains what needs to be included on your drawings.

5. If you are adding a new driveway and abutting a City street, you will need a Driveway Access Permit, see E-4. If your project involves land disturbing activity of over 1,000 sf, you will need to obtain a Grading permit. You may be required to have a Stormwater permit as well. In addition, if you are doing work in the Flood Plain or Flood Way you will need a Flood Permit. All these required applications are available through the Permit Center.

Note: Commercial permits for remodeling, additions, decks and accessory structures require the same submittal and approval process as above. There may be some exceptions for your project, so please contact the Permit Center and they will review your project with you.



STEP-BY-STEP PROCESS FOR OBTAINING A SINGLE FAMILY OR DUPLEX BUILDING PERMIT

1. The first step in obtaining a Single family or Duplex building permit is to contact the Permit Center at (828) 259-5846 to discuss the scope of your project and to review the process flow. Handouts and forms can then be mailed or faxed to you.

2. The next step in the process will depend on what type of project you will be submitting for review. But remember, your first point of contact should be the Permit Center.

3. You will need to bring to the Permit Center: A plat or site plan showing the property lines and locations of all structures to be built and set-back dimensions. In addition, this site plan should show the new driveway entrance as planned with dimensions and indicate erosion control measures for any land disturbing activity. These measures would include silt fencing and a driveway mud mat. Approval from Metropolitan Sewerage District (MSD) for sewer line connection. The Permit Center can assist with this process if you call them prior to any plan submittals.

Approval from the Regional Water Authority of Asheville, Buncombe, and Henderson for

connection to the water lines. You can, however, apply for this approval through the Permit Center when submitting construction plans, if water service is for only a 5/8" meter drop.

4. For the Building Permit itself, you need to submit three sets of construction plans – showing elevations, footings, foundations, floor system, typical wall section, roof system, insulation, size and location of electric service entrance and panel, and type of heating system. They will be glad to fax to you a detailed handout outlining what needs to be included on these drawings.

5. If you are adding a new driveway and abutting a City street, you will need a Driveway Access permit, see E-4. If you are doing a land disturbing activity of over 1,000 sf, you will need a Grading permit. In addition, if you are doing work in the Flood Plain or Flood Way you will need a Flood permit. All of these required applications are available through the Permit Center.

Note: You will follow this same submittal and approval process for residential permits that include remodeling, additions, and decks and accessory structures.

**GENERAL CITIZEN'S
INFORMATION**



Customer Service: (Finance Department) 251-1122

This division serves as a clearinghouse for many common questions that Asheville residents may ask. Hours of operation are Monday through Friday from 8:30 am until 5:00 pm. They provide information in the following areas: water, wastewater, sanitation, traffic signs and signals, street and sidewalk maintenance, leaf recycling and brush pick-ups, snow removal, appliance and bulk item pick-up, and a number of other common subjects.

Public Works:	Customer Service provides information and inputs work requests for the following areas:
Sanitation:	Missed trash pick-ups, recycling pick-ups, brush pick-ups, bulk item pick-ups (sofas, mattresses, etc.), appliance pick-ups, and leaf removal.
Street:	Street maintenance and curb installation and repair, street sweeping, trimming tree limbs on City streets, and potholes.
Traffic:	Traffic signal outage or malfunctioning, street light outage, and traffic signs missing.
Water and Wastewater:	Customer Service is responsible for billing customers, both residential and commercial. They open and close water and sewer accounts. They input meter rereads and meter tests. They make adjustments to customer accounts for certain types of leaks. They provide information on line breaks and normal water outages. They also make customer payment arrangements.

**HELPFUL HANDOUTS
AND APPLICATION FORMS**

Available from Permit Center

HANDOUTS

- Abandonment or removal of underground tanks
- Commercial projects including restaurants
- Commonly asked questions concerning residential one & two family construction
- Contacts for project reviews phone list
- CP&L helpful inspection hints
- Design Professional Seal Requirement
- Example site plan for zoning, driveway, and grading plans
- Fee schedule
- General Contractors Defined
- Most frequently asked electrical questions
- North Carolina State Building Code price list - order form
- Partition walls in existing buildings
- Permit Center handout – information about permit applications
- Plans required for small project development review
- Ramp plan requirement
- Relocation of house
- Residential one & two family homes
- Ride Along Program
- Single family dwellings to business or mercantile
- Stormwater/erosion exclusions by State of North Carolina

- Summary of the single exit stair regulation, Volume IX
- Telephone Roster – Building Safety Department
- Western North Carolina Regional Air Quality Control Agency – demolitions
- Western North Carolina Regional Air Quality Control Agency burning regulations
- What is a Change of Use?
- Wood decks – one & two family dwellings
- Utilities – How and Who to call
- Zoning levels of review: Industrial Buildings or Structures
- Zoning levels of review: Office, Institutional, or Commercial

APPLICATION/FORMS

- Address Assignment Form
- Appendix B Building Code Summary
- Appendix EZB for Very Small Commercial Remodel
- Building Permit Application (multi-purpose application form)
- Certification of Workers' Compensation Coverage
- Driveway Permit Application
- Grading/Stormwater Permit Application
- Water Service Application
- Zoning Permit Application



ASHEVILLE

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